



Kenworth To Introduce a New Service Management System To Maximize Fleet Uptime

LAS VEGAS, Nev. – Kenworth announces the introduction of the Kenworth TruckTech+ Service Management System to help drive uptime by speeding service and repair at Kenworth dealerships.



KENWORTH
TRUCKTECH+
Service Management

Currently, new Kenworth Class 8 trucks are equipped with Kenworth TruckTech+ Remote Diagnostics, which enables fleets to view real-time vehicle health in the PACCAR Solutions portal. Beginning in 2017, Kenworth will expand TruckTech+ and the PACCAR Solutions portal to include a service management system powered by Decisiv, which will allow fleets to monitor the service status for their individual trucks in real-time.



KENWORTH
TRUCKTECH+
Remote Diagnostics

Kenworth TruckTech+ Service Management will also provide detailed chassis information, parts catalogs, service bulletins, parts and service promotions, as well as warranty and repair history to service technicians at Kenworth dealerships, helping them resolve issues more quickly and efficiently.

“TruckTech+ Service Management takes the connected truck to the next level by giving our customers not only visibility to the health of their trucks, but also transparency and real-time information during service events,” said Jason Skoog, Kenworth assistant general manager for sales and marketing. “By partnering with Decisiv to develop our Service Management capability within the Kenworth TruckTech+ suite of connected vehicle solutions – and by providing our dealers’ technicians with these industry-leading tools – Kenworth is applying the latest new technologies to maximize customer uptime.”



Kenworth trucks equipped with TruckTech+ will provide critical information to the dealer service departments and PacLease franchises, at check-in, reducing some of the manual data entry required with trucks not equipped with TruckTech+ Remote Diagnostics. The back-office integration between TruckTech+ Remote Diagnostics and Service Management will offer additional value-added data sharing for these chassis.



“Kenworth TruckTech+ represents the current and future collection of integrated technologies offered by Kenworth to better serve our customers and dealers,” Skoog said. “As our trucks become increasingly connected, we’re leveraging the data they generate in innovative ways to enhance the ownership experience through improved efficiency, increased uptime, and heightened transparency.”

Kenworth is the driver’s truck. See what drivers are saying at www.kenworth.com/drivers.

Kenworth Truck Company is the manufacturer of The World’s Best® heavy and medium duty trucks. Kenworth’s Internet home page is at www.kenworth.com. Kenworth is a PACCAR company.